

Subject: <b>Investor Grievance Redressal Policy</b>	Original Issue Date: <b>20.06.2014</b>	Version No.: 1.0
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**ARSS INFRASTRUCTURE PROJECTS LIMITED  
(‘ARSS IPL’)**

**INVESTOR GRIEVANCE REDRESSAL POLICY**

## **INVESTOR GRIEVANCE REDRESSAL POLICY**

### **Name and Details of the person in charge of handling Investor Grievances:**

Company Secretary & Compliance Officer of the Company is overall in-charge of handling investor grievances.

### **Procedures relating to Investor Grievance Register:**

1. Investor Grievance Register to be maintained at the Registered Office of the Company and at the office of Registrar and Transfer Agent that deals with Investors on behalf of the Company.
2. Compliance Officer shall ensure centralizing the data of all these registers into one database.
3. The Register would contain:
  - Date of Grievance
  - Affected Party details
  - Details of the Grievance
  - Date of Grievance Redressal

### **Procedures relating to Investor Grievance Email ID:**

1. [cs@arssgroup.in](mailto:cs@arssgroup.in) has been designated as the Investor Grievance Email ID.
2. The is displayed on our website [www.arssgroup.in](http://www.arssgroup.in)
3. The Compliance Officer should regularly check the ID from time to time.

### **SCORES**

All grievances in SEBI Complaints Redress System (SCORES) shall be looked into personally by the Compliance Officer & Registrar and Transfer Agent.

### **Resolution**

Adequate steps should be taken for redressal of grievances within maximum time of thirty days from the date of receipt of the complaint, the investor/stock exchange(s)/ concerned regulator should be duly informed of the action taken thereon.

### **Stakeholder's Relationship Committee**

Committee meets once in every quarter and discusses all the issues related to the investors & stakeholders and take the note of complaint & its resolution. Shareholders grievances / references /communications received and redressal thereof from registrar and transfer agents for the relevant quarter are placed before the committee.

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